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To Group Art Unit 2642

FAX NO. 703-872-9306

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FROM Travis W. Thomas

VOICE NO. 214.953.6676

DATE July 29, 2004

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PAGES (including cover) 2

MESSAGE

ATTORNEY DOCKET NO.: 073897.0132

In re Application of:
Serial No.:
Filed:
Art Unit No.:
Title:

William Walker Franklin et al.
10/649,043
August 26, 2003
2642

System and Method for Customized Intelligent Contact Routing

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Please immediately notify Group Art Unit No. 2642 that this cover sheet, and the enclosed Request for Status has been received. Thank you.

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Date: July 29, 2004

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PAGE 1/2 * RCVD AT 7/29/2004 2:39:38 PM [Eastern Daylight Time] * SVR:USPTO-EFAX-1/1 * DNIS:8729306 * CSID:214 953 6503 * DURATION (mm-ss):00-58

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073897.0132

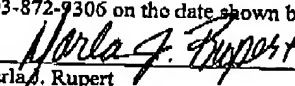
PATENT APPLICATION
10/649,043

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: William Walker Franklin et al.
Serial No.: 10/649,043
Filed: August 26, 2003
Art Unit No.: 2642
Title: *System and Method for Customized Intelligent Contact Routing*

Commissioner For Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir:

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Darla J. Rupert	
Date: July 29, 2004	

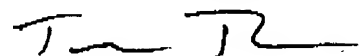
Request for Status

Please advise of the status of the above-identified patent application. Applicants filed a Petition to Make Special Under 37 C.F.R. § 1.102(d) on October 14, 2003. Applicants are currently awaiting a decision on this petition.

If there are any matters that can be cleared up through a telephone conversation, please contact the undersigned attorney for Applicants at 214-953-6676.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicants



Travis W. Thomas
Reg. No. 48,667

Date: July 29, 2004

Correspondence Address:

Customer Number: 05073